



Automatic Digital Exposure Notification

A **digital exposure notification** is an automatic text or email alert sent to all contacts that informs them of their exposure and provides them with recommended quarantine and testing dates. This micro-training covers the **basics of digital exposure notifications for contacts**, including: how to send a digital exposure notification, how to check notification status, and how to begin reviewing a notification. **For more detailed information, please review [the full job aid for Digital Exposure Notification](#).**

Reviewing Key Information and Sending a Notification

#1: Review Key Information:

- **First/Last Name, State, and County** are mandatory fields for all contacts in CCTO.
- **Last Date of Exposure to Source Patient #1** is required to create a notification, as it is used to calculate the quarantine and testing dates sent to your contact. *The end-of-quarantine date sent to the contact will be 14 days from this exposure date unless you manually enter a different date in **Monitoring End Date**.*
- **Primary Phone or Email** is required to send a notification. If both are available, the contact will be sent two notifications.

Barbara Roberts
Monitoring Event · MDA Form

Monitoring Event Assessments All Activities Referrals System Information Audit History Related

Record Information

C# C-0000993743

Contact or Case Patient **Contact**

Person **Barbie Roberts**

Basic Info

Priority Contact or Case ☐ No

First Name **Barbara**

Middle Name **Laverne**

Last Name **Roberts**

Monitoring Details

Begin Monitoring? **Yes**

Monitoring Status **Monitoring**

Monitoring End Date **9/22/2021**

Final Monitoring Outcome **---**

Symptom Onset Date **8/18/2021**

Last Assessment Date **9/10/2021** 4:23 PM

First Date Symptoms Reported **---**

Most Recent Date Resource Need Reported **---**

State **NC - North Carolina**

Postal Code **27949**

County **Dare**

Last Date of Exposure to Source Patient #1 **9/8/2021**

Contact Information

U.S. Primary Phone (will be used for text messages) **1-555-444-5454**

U.S. Phone #2 **1-__-__-__**

Country Code **1**

Phone #3 **---**

Email **testingforarias@gmail.com**

#2: Save to Send a Notification Automatically:

- The **Send Notification?** toggle updates to “Yes” automatically when all required fields are complete. You do not need to touch this toggle, and turning it off will not prevent a notification from sending.
- Once all required fields are complete, save your work, and a notification will send automatically. *For examples of what contacts receive, please see [the full job aid for Digital Exposure Notification](#).*

Send Notification? ☒ Yes

Save

REMINDERS ABOUT AUTOMATIC NOTIFICATIONS:

- Always review **Monitoring End Date** when you update required fields to send or re-send a notification, as this determines the end-of-quarantine date that is sent to the contact.
- Notifications send immediately upon saving if all criteria are met, regardless of time of day (*for contacts flowing from NC COVID, this occurs when they enter CCTO between 8AM to 7PM*). An auto-save, which can also send a notification, occurs after 30 seconds of inactivity. Check with your supervisor to see if this may affect your work hours. **For information on re-sending notifications, see page 2 of the [full job aid](#).**



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Checking Notification Status and Reviewing a Notification

#3: Check Notification Status

- You can confirm that a text and/or email was created by visiting the contact's **All Activities Page**.
- For notifications sent via text, you can also review whether this text was confirmed to be delivered or undelivered to a mobile phone number by reviewing the fields for **Most Recent Text Notification Status** and **Most Recent Notification Status Date**. See *below for status descriptions*.

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Monitoring Event Assessments **All Activities** Referrals System Information Related

+ New Activity

✓	Date Created ↓	Subject	Regarding	Activity Type	Activity Sta...	C
	9/10/2021 4:2...	Public Health Notification	Barbara Roberts	Text Mess...	Completed	#
	9/10/2021 4:2...	Public Health Notification	Barbara Roberts	Email	Completed	#

Text Communication Info

Send Notification ☒ Yes

Most Recent Text Notification Status **delivered**

Most Recent Notification Status Date 9/10/2021 2:53 PM

#4: Review Notification

- If your contact has accessed their notification and provided information in the portal, the **Last Assessment Date** field will have been updated on the monitoring event (ME).
- This information can be found in the contact's **Assessments Page** under the entry marked "Notification." Within this entry, select the page for **Notification Contact Info**. This shows all information that your contact has submitted (which was automatically transferred onto their contact ME if they submitted a matching last name) against the original information entered in their ME. *For more details about reviewing the information on this page, please see the [full job aid for Digital Exposure Notification](#).*

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BR Barbara Roberts
Monitoring Event · MDA Form

Monitoring Event **Assessments** All Activities Referrals System Information Related

View records below

+ New Assessment

✓	Source Monitoring E...	Date	Created On ↓	Local Healt...	Assessmen...
	Barbara Roberts	9/10/2021	9/10/2021 4:21 PM	Dare	Notification

A-0001648331
Assessment

Assessment **Notification Contact Info** Suggested Exposures System Information Related

Contact Info Provided Through Digital Notification

First Name	Barbara
Middle Name	Millicent
Last Name	Roberts
Date of Birth (DOB)	12/29/1987
Primary Phone Number	1-555-444-5554
Email	testinfoforacias@gmail.com

Original Contact Information

First Name	Barbara
Middle Name	Laverne
Last Name	Roberts
Date of Birth (DOB)	12/29/1987
Primary Phone Number	1-234-234-2344
Email	testinfoforacias@gmail.com

TEXT NOTIFICATION STATUS DEFINITIONS:

- Delivered:** Text successfully delivered.
- Sent:** Text sent but delivery unknown as of timestamp in "Status Date."
- Queued, Sending, or Accepted:** Text not yet sent as of timestamp in "Status Date."
- Undelivered or Failed:** Text unsuccessful, likely due to landline number.
- Blank:** No text created.

*These fields will only update once; therefore, texts labeled as "Sent," "Sending," "Queued," or "Accepted" were not yet delivered at the time they were checked by the system (in **Status Date**) but likely were subsequently delivered.*